



Baltimore in Depth

A Closer Look at the 2012 Baltimore Citizen Survey Results

City of Baltimore/Department of Finance/Bureau of the Budget and Management Research



The 2012 Citizen Survey asked 1,761 respondents a series of questions to gauge their satisfaction with the services offered by the City of Baltimore and the quality of life in the City. This report focuses on individuals who lived in the **Eastern District**.

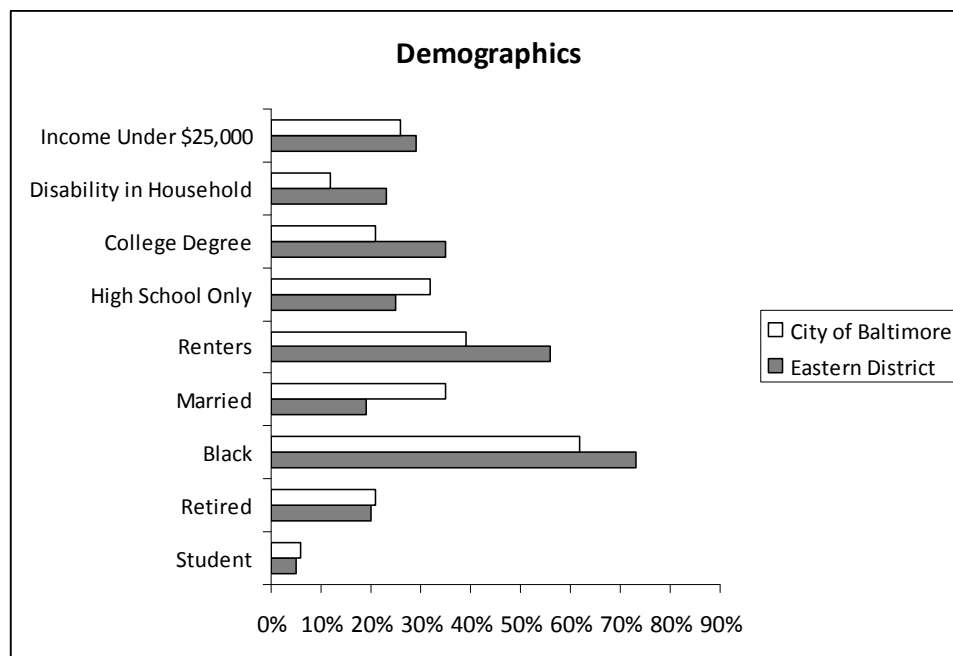


Chart 1: Demographics

Demographics

The Eastern District of Baltimore differed from the population as a whole in terms of racial makeup, marital status, education level, and homeownership. The chart above shows major differences in select categories, showing how East Baltimore residents were more likely to have a college degree, to rent a home, and to identify as Black. This year, only one Eastern District Respondent indicated they had a graduate school degree. This is a considerable drop from last year, where 21% of Eastern district respondents had reported earning a graduate school degree. This variation could be a result from the small sample size of respondents living in the Eastern District.

Eastern District

The Eastern district stretches from the downtown I-83 corridor on its Western border to the Armistead Gardens neighborhood at its eastern end. Its southern border runs along Orleans Street while its Northern edge follows Biddle Street.

Key Findings:

Demographics characteristics of Eastern district residents:

- 29% with income under \$25,000
- 23% in a disability household
- 56% were renters
- 19% were married
- 73% were Black
- 5% were students

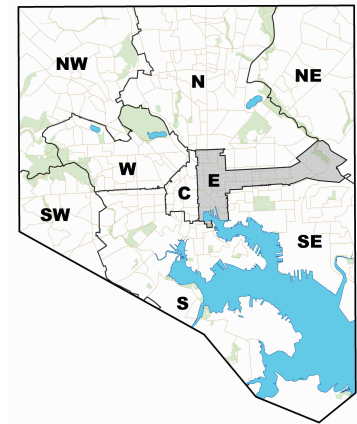
Eastern district residents were:

- Just as likely to be satisfied with City services as the rest of the city
- Less likely to leave Baltimore
- More likely to rate neighborhood cleanliness as excellent or good
- Less likely to rate services related to a cleaner and more sustainable Baltimore as excellent or good
- Less likely to rate police protection as excellent or good
- More likely to rate violent crime and illegal drug use as a serious or very serious problem

The Eastern district contains the Johns Hopkins Medical Institute. It is also the site of the large scale East Baltimore Development, Inc. redevelopment project.

2012 Citizen Survey Results

In the 2012 Citizen Survey, Eastern district residents were just as likely to be satisfied or very satisfied with City services and were slightly less likely to leave Baltimore in the next one to three years than the entire sample. Eastern District residents were also less likely to recommend their neighborhood to a friend.



For cleanliness-related issues, Eastern district residents were more likely to rate neighborhood cleanliness as excellent or good. The percentage of respondents who thought neighborhood cleanliness was excellent or good increased for the third year in a row from its relatively low percentage of 41% in 2010 to 56 % in 2011 to its highest point, 62%, in 2012. However, Eastern district residents were less likely than the rest of the citywide sample to rate services related to a cleaner and more sustainable Baltimore (water and sewer services, trash removal, curbside recycling, and rat removal services) as excellent or good.

With neighborhood-related services, respondents were just as likely to rate both street maintenance and sidewalk maintenance as excellent or good. At the same time, Eastern District respondents were more likely to rate housing code enforcement as excellent or good and less likely to give the same positive ratings to Baltimore's tree planting and maintenance. Eastern district residents were also more likely than the rest of the citywide sample to rate homelessness as a serious or very serious problem.

For safety-related issues, Eastern district residents were slightly less likely to rate police protection as good or excellent. The percentage of Eastern district residents rating police protection positively (47%) has remained steady over the last three years. Respondents were slightly more likely to report feeling safe or very safe in their neighborhood during the day and slightly less likely to report feeling safe or very safe in their neighborhood at night. Eastern district residents were also more likely to rate violent crime, illegal drug use, and drivers disobeying traffic laws as a serious or very serious problem but less likely to rate property crime as a serious or very serious problem.

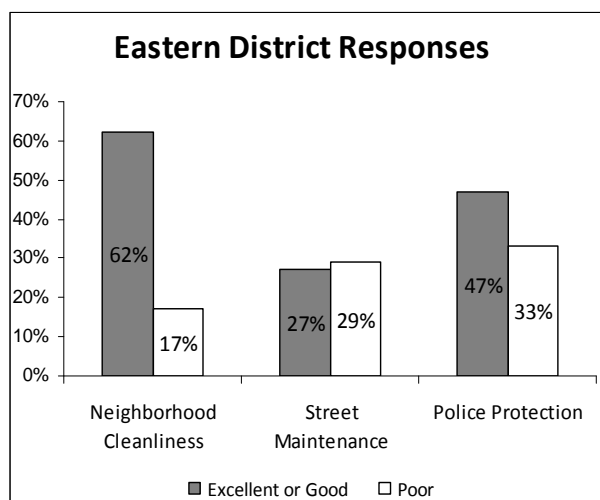


Chart 2: Eastern District Responses on Cleanliness, Street Maintenance, and Police Protection

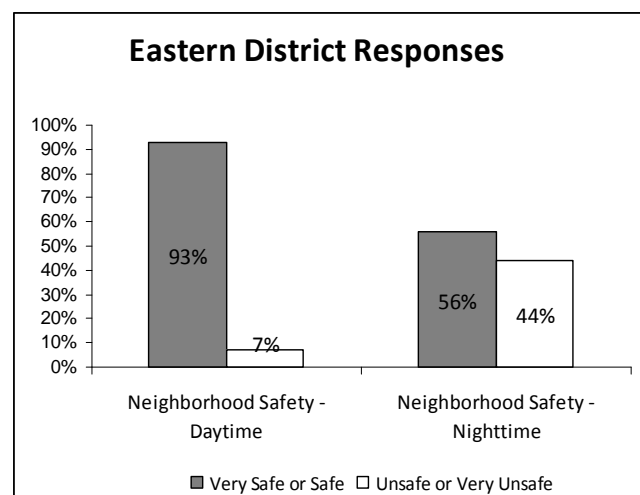


Chart 3: Eastern District Responses on Safety